

## Updated and New Courses Available in 2012

▶ **Telephone Communication** – ½ day course

This course is for frontline staff and will enable them to focus on the essential and distinct telephone skills that will help them to maximise that first opportunity to interact with your customers.

▶ **Time Management** – 1 day course

This course is suited to anyone who wants make better use of their time and focuses on the individual skills and methods allowing you to effectively manage conflicting demands. It also provides guidance in how to change time wasting habits and behaviours.

▶ **Introduction to Change Management** – 1 day course

This course is for anyone who has to manage the change process and will provide participants with an understanding of the fundamentals of managing and bringing about positive change within a business environment.

▶ **Develop Teams and Individuals** – 1 day course

This course is for frontline managers who need to facilitate the development of the workgroup and will show them how to determine and meet individual and team development needs.

▶ **Communication for Industry** – 1 day course

Communication skills have a direct relation to productivity and effectiveness. Skilled communicators achieve more with less effort. In this course we verbal and written communication, presentation and negotiation skills.

▶ **Show Leadership in the workplace** – 1 day course

This course is for people who are making the transition from being a team member, to taking responsibility for the work and performance of others. Frontline managers have a strong influence on the work culture, values and ethics of the teams they supervise. This course provides them with the skills to model good practice, professionalism and confidently represent their organisation.

▶ **Promote Team Effectiveness** – 1 day course

Frontline managers have an important leadership role in the development of efficient and effective work teams. This course will give them the skills to undertake team planning, supervise the performance of the team and develop team cohesion.

ABSC Group will continue to deliver:

- ▶ RRTO Standard 11 Induction – Surface – 3 day course
- ▶ RRTO Standard 11 Induction – Underground – 1 day course
- ▶ RRTO Standard 11 Induction – RPL
- ▶ MSSS (S1, S2, S3) – 3 day course
- ▶ MSSS (S1, S2, S3) Refresher - ONLINE
- ▶ S44 Obligations of Appointed Persons (WA only) – ONLINE

For more information or to check availability contact us on 1300 654 977 or check our website at [www.abscgroup.com](http://www.abscgroup.com)

A dark blue rectangular box with a white border containing contact information. On the right side, there is a white icon of an envelope with a telephone handset inside it. The text is white and lists the following details:

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